GOVERNMENT OF INDIA
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
LOK SABHA

UNSTARRED QUESTION NO:6134
ANSWERED ON:11.04.2017
Consumer Courts
Patel Smt. Jayshreeben ;Singh Shri Rama Kishore

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether the Government has taken several steps recently to make consumer courts effective and consumer friendly, if so, the details thereof;
(b) the details of funds allocated and spent by the Government for the expansion of consumer courts in the country during last year and the current year, State/UT-wise;
(c) whether the Government proposes to set up consultancy/legal aid centres to make the consumers aware of their rights throughout the country including Bihar, if so, the details thereof;
(d) the number of judges required at Consumer Forums as per criteria and the present number of judges and number of posts lying vacant, State-wise;
(e) whether any policy has been formulated by the Government to fill these vacancies, if so, the details thereof; and

Answer

THE MINISTER OF STATE
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI C.R. CHAUDHARY)

(a) : As per the provisions of the Consumer Protection Act, 1986, it is the responsibility of the State/UT Governments to establish District Consumer Redressal Fora and State Consumer Disputes Redressal Commissions in the States/UTs and to provide infrastructure as well as manpower for their smooth functioning. However, the Central Government provides financial assistance to the State Governments to ensure basic infrastructural facilities for the smooth functioning of the consumer fora and computer hardware, software and technical manpower to the consumer fora for computerization of their working. The Central Government issues advisories to the State Government/UTs from time to time to fill up the vacancies of President/Member in the consumer fora well in time. In addition, for further strengthening the consumer protection legislation, the Central Government has already introduced the Consumer Protection Bill, 2015 in Parliament, which, inter alia, seeks to provide for several provisions for better and effective adjudication process in the consumer fora.

(b) : A sum of Rs. 9.65 crore was released in 2016-17 to the State Governments of West Bengal, Kerala and Andhra Pradesh for expansion of consumer Fora in the country and rupees 17 crore has been provided for in the budget for the financial year 2017-18 for strengthening consumer fora.

(c) : There is no such proposal.

(d) : The National Consumer Disputes Redressal Commission, the apex consumer forum, has a sanctioned strength of one President and 11 Members. As per the provisions of the Consumer Protection Act, 1986, a State Consumer Disputes Redressal Commission shall have one President and not less than two members, and a District forum one President and two other Members. The number of posts of President and Member vacant in the consumer fora is given in the Annexure.

(e) : As per provisions of the Consumer Protection Act, 1986, it is the responsibility of the State /UT Governments to fill up the vacancies in the consumer fora in the States/UTs. Advance action is taken by the Department to fill up the anticipated vacancies in National Consumer Disputes Redressal Commission as per the provisions of the Consumer Protection Act, 1986. Applications have been invited for filling up the posts of NCDRC members.

(f) : The Government does not maintain data regarding the compensation given by the consumer fora to the consumers.
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ANNEXURE

STATEMENT REFERRED IN REPLY TO PART (d) OF LOK SABHA UNSTARRED QUESTION NO.6134 FOR 11.04.2017 REGARDING CONSUMER COURTS.

Vacancy Position in National Commission, State Commission and District Fora

National Commission Sanctioned Strength Vacancy Status

				President	Member
1	11	0	2		

S. No.	State	State Commission			
		Sanctioned Strength		Vacancy Status	
		President	Member	President	Member
1	Assam	1	2	0	0
2	Andhra Pradesh	1	2	0	2
3	Arunachal Pradesh	1	2	0	0
4	A&N Island	1	2	0	0
5	Bihar	1	2	0	0
6	Chandigarh	1	2	0	0
7	Chhattisgarh	1	2	0	0
8	Daman &Diu	0	0	0	0
9	Dadra &Nagar Haveli	1	2	0	0
10	Delhi	1	4	0	0
11	Goa	1	2	0	0
12	Gujarat	1	5	0	0
13	Haryana	1	4	0	0
14	Himachal Pradesh	1	2	0	0
15	Jammu & Kashmir	1	2	0	0
16	Jharkhand	1	2	0	0
17	Karnataka	1	2	0	0
18	Kerala	1	4	0	0
19	Lakshadweep	1	2	0	1
20	Madhya Pradesh	1	3	0	1
21	Maharashtra	1	11	0	0
22	Manipur	1	2	0	0
23	Meghalaya	1	2	0	0
24	Mizoram	1	2	0	1
25	Nagaland	1	2	0	0
26	Odisha	1	2	0	0
27	Puducherry	1	2	0	0
28	Punjab	1	7	1	0
29	Rajasthan	1	10	0	4
30	Sikkim	1	2	0	0
31	Tamil Nadu	1	4	0	2
32	Telangana	1	2	0	1
33	Tripura	1	2	0	0
34	Uttar Pradesh	1	10	0	0
35	Uttrakhand	1	2	0	0
36	West Bengal	1	6	0	0
Total		35	116	1	12

S. No.	State	District Fora			
		Sanctioned strength		Vacancy Status	
		President	Member	President	Member
1	Assam	23	46	3	8
2	Andhra Pradesh	17	34	2	26
3	Arunachal Pradesh	18	36	0	11
4	A&N Island	1	2	0	0
5	Bihar	38	76	0	21
6	Chandigarh	2	4	0	0
7	Chhattisgarh	12	54	1	9
8	Daman &Diu	2	4	0	2
9	Dadra &Nagar Haveli	1	2	0	2
10	Delhi	10	20	2	5
11	Goa	2	4	0	0
12	Gujarat	26	52	6	4
13	Haryana	21	42	0	7
14	Himachal Pradesh	4	24	0	11
15	Jammu & Kashmir	2	4	0	0
16	Jharkhand	22	44	1	8
17	Karnataka	31	62	4	16
18	Kerala	14	26	1	1
19	Lakshadweep	1	2	0	1
20	Madhya Pradesh	24	108	0	44

21 Maharashtra 40 80 8 8
22 Manipur 3 6 0 0
23 Meghalaya 7 14 0 2
24 Mizoram 8 16 0 3
25 Nagaland 11 22 0 15
26 Odisha 31 62 0 0
27 Puducherry 1 2 0 0
28 Punjab 20 40 9 11
29 Rajasthan 37 74 10 18
30 Sikkim 4 8 0 0
31 Tamil Nadu 25 60 11 12
32 Telangana 12 24 10 20
33 Tripura 4 8 0 0
34 Uttar Pradesh 79 158 9 15
35 Uttrakhand 13 26 0 3
36 West Bengal 21 42 2 7
Total 587 1288 79 290

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